



NEW MEXICO COMMISSION FOR DEAF AND HARD OF HEARING PERSONS

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Gary Johnson

Governor

Karen L. Courtney

Executive Director

Commissioners
Mr. Fred B. McDonald, Chair

Ms. Lisa K. Urrea
Ms. Peggy Kinchen
Mr. Tom Dillon

Ms. Kris Gathings
Ms. Carol A. Zahlis
Mr. Ron Stern

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Docket# 98-67

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Magalies Roman Salas
Office of the Secretary
Federal Communications Commission
445 12th St. SW
Washington D. C. 20554

Dear Ms. Salas:

Enclosed you will find four paper copies of the TRS consumer complaint summaries from the State of New Mexico.

Our agency, the New Mexico Commission for Deaf and Hard of Hearing Persons, is the responsible agent for monitoring TRS complaints state-wide, and for working towards resolution for those complaints that cannot be resolved within our relay provider's (New Mexico Relay Network and Sprint as partners) system.

This year June 1, 2000-May 31, 2001 no complaints have reached our office.

Should you need additional information, please do not hesitate to contact me.

Sincerely,

Karen L. Courtney

Karen L. Courtney
Executive Director

No. of Copies rec'd 0
LISTABODE



New Mexico Relay

FCC Annual Report: June 2000 - May 2001

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01 Dial Out Time	1	0	0	0	2	0	1	0	0	0	0	0	4	6%
#02 Didn't Follow Database Inst.	0	0	0	0	0	1	0	0	0	0	0	0	1	2%
#03 Didn't Follow Cust. Instruct.	0	0	1	0	0	1	2	0	0	1	0	0	5	8%
#04 Didn't Keep Customer Informed	0	1	0	1	0	0	0	0	0	1	0	0	3	5%
#05 Agent Disconnected Caller	0	0	2	2	0	1	1	0	0	0	0	1	7	11%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	2	0	1	0	1	0	0	0	1	0	1	6	10%
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Everything Relayed	0	1	1	0	0	1	0	0	0	1	0	0	4	6%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	1	0	1	2%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	1	0	0	0	0	0	0	0	0	1	2%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	1	2	0	0	0	0	0	1	0	2	1	1	8	13%
#18 Problem Answer Machine	1	0	0	0	0	0	0	0	0	0	1	0	2	3%
#19 Spanish Service	0	0	0	0	1	0	0	0	0	0	0	0	1	2%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	1	2	0	2	0	0	0	3	7	3	0	1	19	31%
TOTAL	4	8	4	7	3	5	4	4	7	9	3	4	62	
TECHNICAL COMPLAINTS														
#22 Lost Branding	0	0	0	2	0	0	1	0	0	0	0	0	3	17%
#23 Charged for Local Call	0	1	0	0	1	0	0	0	0	0	0	0	2	11%
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	1	0	0	0	1	6%
#25 Line Disconnected	2	1	0	0	0	0	0	0	0	0	0	0	3	17%
#26 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27 Database Not Available	0	0	0	0	1	0	0	0	0	0	0	0	1	6%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	2	1	0	2	0	0	0	1	1	0	0	1	8	44%
TOTAL	4	3	0	4	2	0	1	1	2	0	0	1	18	
MISC COMPLAINTS														
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 Carrier of Choice	0	0	0	0	0	0	1	0	0	0	0	0	1	33%
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Other	0	0	1	1	0	0	0	0	0	0	0	0	2	67%
TOTAL	0	0	1	1	0	0	1	0	0	0	0	0	3	
TOTAL CONTACT	8	11	5	12	5	5	6	5	9	9	3	5	83	

Attachment # 2

**Summary Log for June 1, 2000 – May 31, 2001
New Mexico Relay**

For the period of June 1, 2000 through May 31, 2001, New Mexico Relay Network, Inc. and Sprint processed more than 283,207 outbound calls on behalf of Relay New Mexico, receiving a total of eighty-three (.029%) customer complaints. All eighty-three complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these eighty-three complaints were escalated for action to the State of New Mexico or to the Federal Communications Commission.

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New Mexico Relay

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SERVICE COMPLAINTS															
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01	Dial Out Time	1	0	0	0	2	0	1	0	0	0	0	0	4	6%
#02	Didn't Follow Database Inst.	0	0	0	0	0	1	0	0	0	0	0	0	1	2%
#03	Didn't Follow Cust. Instruct.	0	0	1	0	0	1	2	0	0	1	0	0	5	8%
#04	Didn't Keep Customer Informed	0	1	0	1	0	0	0	0	0	1	0	0	3	5%
#05	Agent Disconnected Caller	0	0	2	2	0	1	1	0	0	0	0	1	7	11%
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	Typing Speed/Accuracy	0	2	0	1	0	1	0	0	0	1	0	1	6	10%
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09	Everything Relayed	0	1	1	0	0	1	0	0	0	1	0	0	4	6%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	1	0	1	2%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	1	0	0	0	0	0	0	0	0	1	2%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	1	2	0	0	0	0	0	1	0	2	1	1	8	13%
#18	Problem Answer Machine	1	0	0	0	0	0	0	0	0	0	1	0	2	3%
#19	Spanish Service	0	0	0	0	1	0	0	0	0	0	0	0	1	2%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	1	2	0	2	0	0	0	3	7	3	0	1	19	31%
TOTAL		4	8	4	7	3	5	4	4	7	9	3	4	62	
TECHNICAL COMPLAINTS															
#22	Lost Branding	0	0	0	2	0	0	1	0	0	0	0	0	3	17%
#23	Charged for Local Call	0	1	0	0	1	0	0	0	0	0	0	0	2	11%
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	1	0	0	0	1	6%
#25	Line Disconnected	2	1	0	0	0	0	0	0	0	0	0	0	3	17%
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27	Database Not Available	0	0	0	0	1	0	0	0	0	0	0	0	1	6%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	2	1	0	2	0	0	0	1	1	0	0	1	8	44%
TOTAL		4	3	0	4	2	0	1	1	2	0	0	1	18	
MISC COMPLAINTS															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD		0	0	0	0	0	0	0	0	0	0	0	0	0%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	Carrier of Choice	0	0	0	0	0	0	1	0	0	0	0	0	1	33%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	0	0	1	1	0	0	0	0	0	0	0	0	2	67%
TOTAL		0	0	1	1	0	0	1	0	0	0	0	0	3	
TOTAL CONTACT		8	11	5	12	5	5	6	5	9	9	3	5	83	

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		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS															
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01	Dial Out Time	1	0	0	0	2	0	1	0	0	0	0	0	4	6%
#02	Didn't Follow Database Inst.	0	0	0	0	0	1	0	0	0	0	0	0	1	2%
#03	Didn't Follow Cust. Instruct.	0	0	1	0	0	1	2	0	0	1	0	0	5	8%
#04	Didn't Keep Customer Informed	0	1	0	1	0	0	0	0	0	1	0	0	3	5%
#05	Agent Disconnected Caller	0	0	2	2	0	1	1	0	0	0	0	1	7	11%
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	Typing Speed/Accuracy	0	2	0	1	0	1	0	0	0	1	0	1	6	10%
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09	Everything Relayed	0	1	1	0	0	1	0	0	0	1	0	0	4	6%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	1	0	1	2%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	1	0	0	0	0	0	0	0	0	1	2%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	1	2	0	0	0	0	0	1	0	2	1	1	8	13%
#18	Problem Answer Machine	1	0	0	0	0	0	0	0	0	0	1	0	2	3%
#19	Spanish Service	0	0	0	0	1	0	0	0	0	0	0	0	1	2%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	1	2	0	2	0	0	0	3	7	3	0	1	19	31%
TOTAL		4	8	4	7	3	5	4	4	7	9	3	4	62	
TECHNICAL COMPLAINTS															
#22	Lost Branding	0	0	0	2	0	0	1	0	0	0	0	0	3	17%
#23	Charged for Local Call	0	1	0	0	1	0	0	0	0	0	0	0	2	11%
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	1	0	0	0	1	6%
#25	Line Disconnected	2	1	0	0	0	0	0	0	0	0	0	0	3	17%
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27	Database Not Available	0	0	0	0	1	0	0	0	0	0	0	0	1	6%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	2	1	0	2	0	0	0	1	1	0	0	1	8	44%
TOTAL		4	3	0	4	2	0	1	1	2	0	0	1	18	
MISC COMPLAINTS															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD		0	0	0	0	0	0	0	0	0	0	0	0	0%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	Carrier of Choice	0	0	0	0	0	0	1	0	0	0	0	0	1	33%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
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TOTAL		0	0	1	1	0	0	1	0	0	0	0	0	3	
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#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01	Dial Out Time	1	0	0	0	2	0	1	0	0	0	0	0	4	6%
#02	Didn't Follow Database Inst.	0	0	0	0	0	1	0	0	0	0	0	0	1	2%
#03	Didn't Follow Cust. Instruct.	0	0	1	0	0	1	2	0	0	1	0	0	5	8%
#04	Didn't Keep Customer Informed	0	1	0	1	0	0	0	0	0	1	0	0	3	5%
#05	Agent Disconnected Caller	0	0	2	2	0	1	1	0	0	0	0	1	7	11%
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	Typing Speed/Accuracy	0	2	0	1	0	1	0	0	0	1	0	1	6	10%
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09	Everything Relayed	0	1	1	0	0	1	0	0	0	1	0	0	4	8%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
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#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	1	0	0	0	0	0	0	0	0	1	2%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
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MISC COMPLAINTS															
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#31	OSD		0	0	0	0	0	0	0	0	0	0	0	0	0%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	Carrier of Choice	0	0	0	0	0	0	1	0	0	0	0	0	1	33%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
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TOTAL		0	0	1	1	0	0	1	0	0	0	0	0	3	
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#01	Dial Out Time	1	0	0	0	2	0	1	0	0	0	0	0	4	6%
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#04	Didn't Keep Customer Informed	0	1	0	1	0	0	0	0	0	1	0	0	3	5%
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#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
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#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09	Everything Relayed	0	1	1	0	0	1	0	0	0	1	0	0	4	6%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	1	0	1	2%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	1	0	0	0	0	0	0	0	0	1	2%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	1	2	0	0	0	0	0	1	0	2	1	1	8	13%
#18	Problem Answer Machine	1	0	0	0	0	0	0	0	0	0	1	0	2	3%
#19	Spanish Service	0	0	0	0	1	0	0	0	0	0	0	0	1	2%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	1	2	0	2	0	0	0	3	7	3	0	1	19	31%
TOTAL		4	8	4	7	3	5	4	4	7	9	3	4	62	
TECHNICAL COMPLAINTS															
#22	Lost Branding	0	0	0	2	0	0	1	0	0	0	0	0	3	17%
#23	Charged for Local Call	0	1	0	0	1	0	0	0	0	0	0	0	2	11%
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	1	0	0	0	1	6%
#25	Line Disconnected	2	1	0	0	0	0	0	0	0	0	0	0	3	17%
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27	Database Not Available	0	0	0	0	1	0	0	0	0	0	0	0	1	6%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	2	1	0	2	0	0	0	1	1	0	0	1	8	44%
TOTAL		4	3	0	4	2	0	1	1	2	0	0	1	18	
MISC COMPLAINTS															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD		0	0	0	0	0	0	0	0	0	0	0	0	0%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	Carrier of Choice	0	0	0	0	0	0	1	0	0	0	0	0	1	33%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	0	0	1	1	0	0	0	0	0	0	0	0	2	67%
TOTAL		0	0	1	1	0	0	1	0	0	0	0	0	3	
TOTAL CONTACT		8	11	5	12	5	5	6	5	9	9	3	5	83	